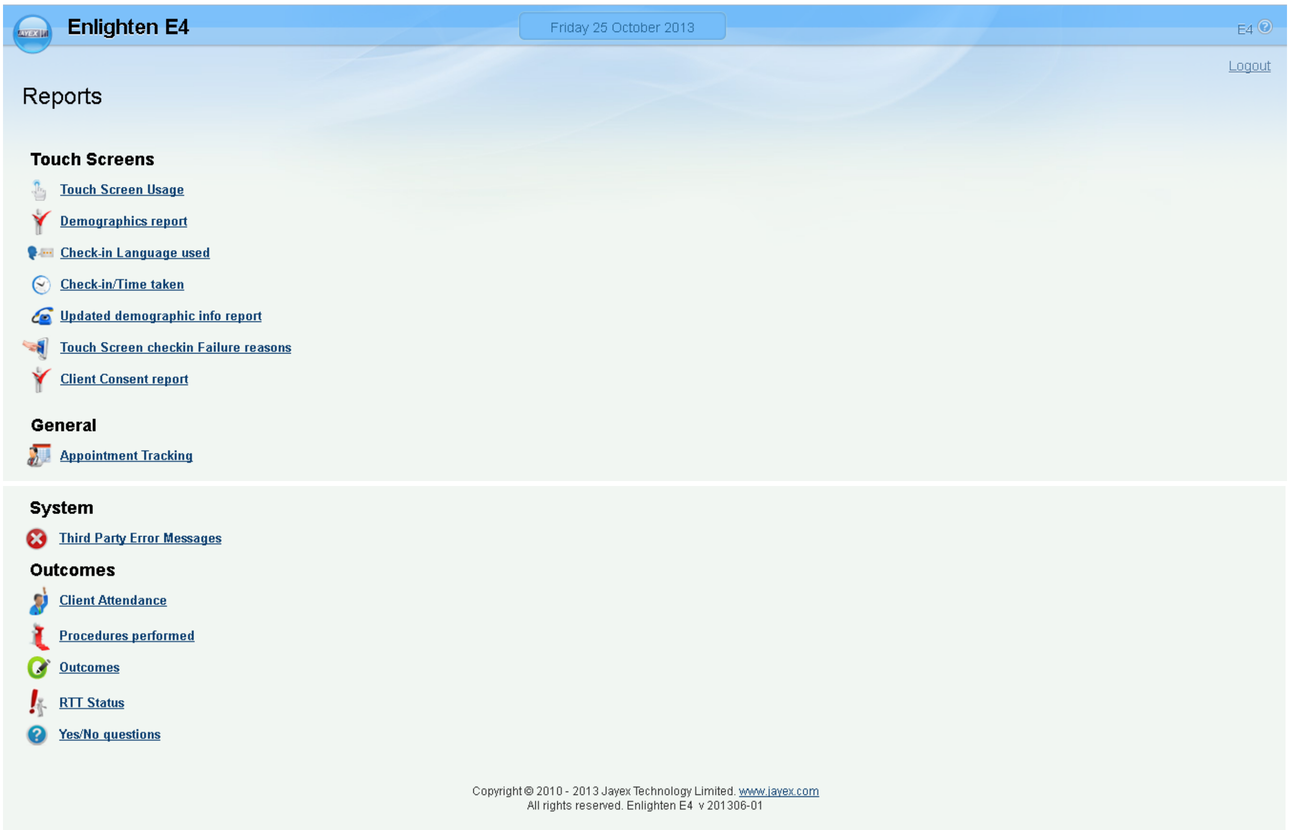
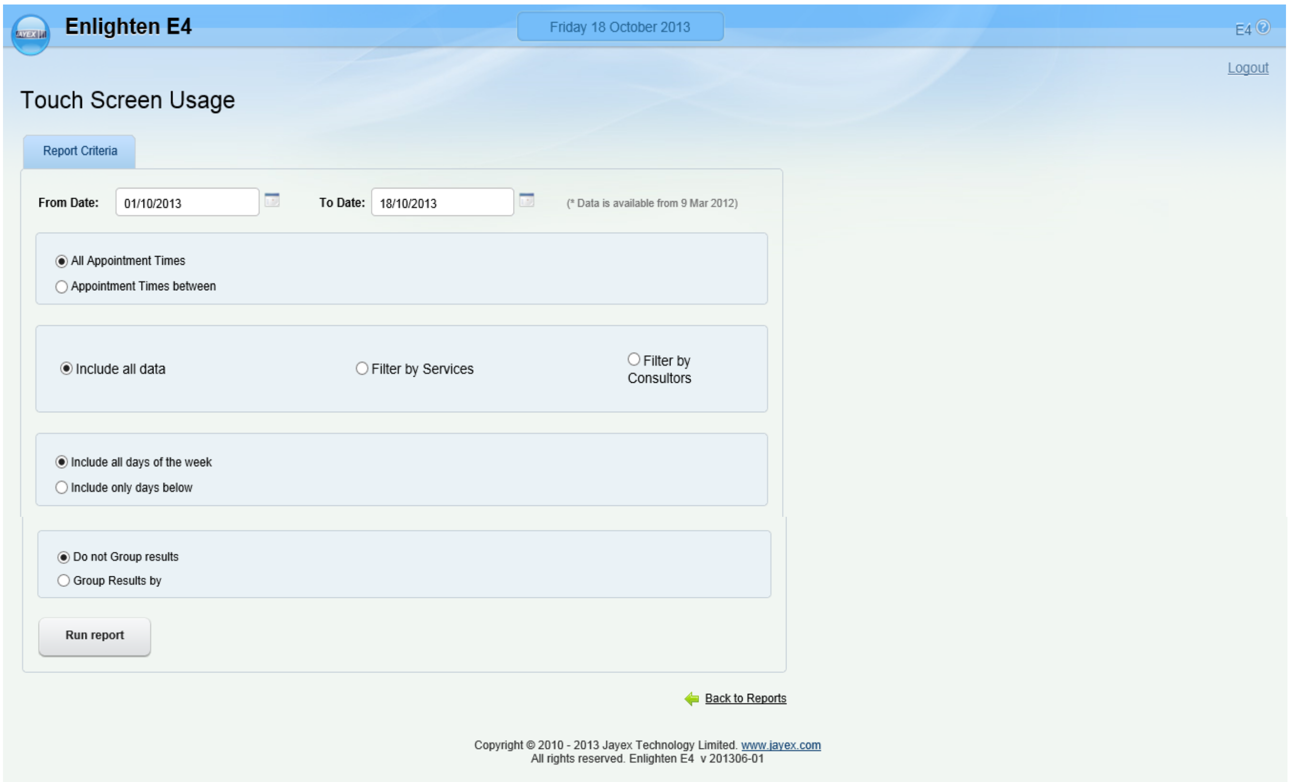
Manage – Reports

- Enlighten captures current and historical data to track and report on client trends when using the Touch Screen. This feature is only available if you have purchased the appropriate licence and your user role supports viewing of reports. Individual reports can be generated to show a variety of results to aid investigation or identify areas of service improvement. To access, click on Manage>Reports and select the report you wish to prepare. Details are summarised below with further information in the main user guide available from your log-in page link “Working with the Enlighten application”.

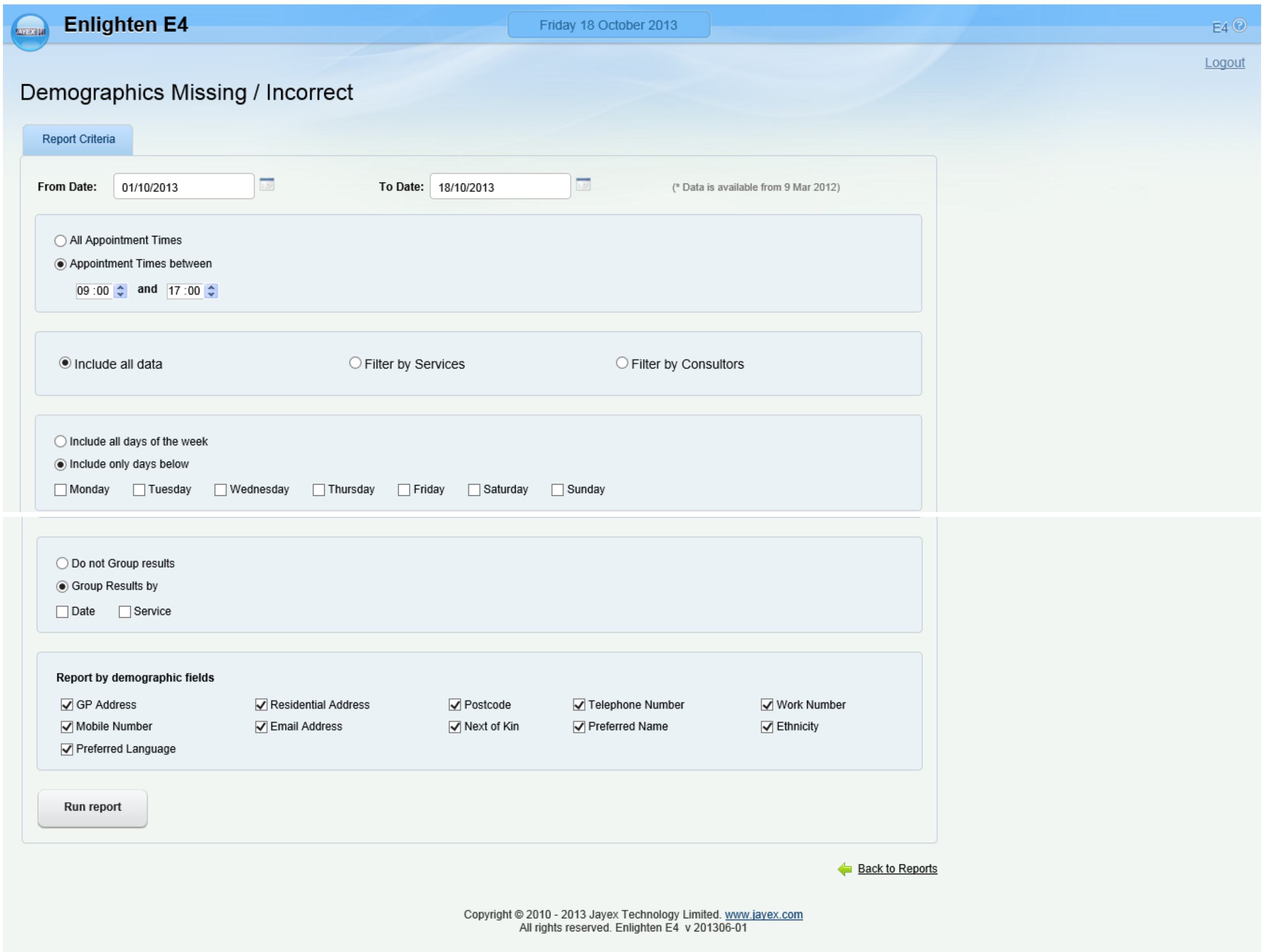


Touch Screen Reports

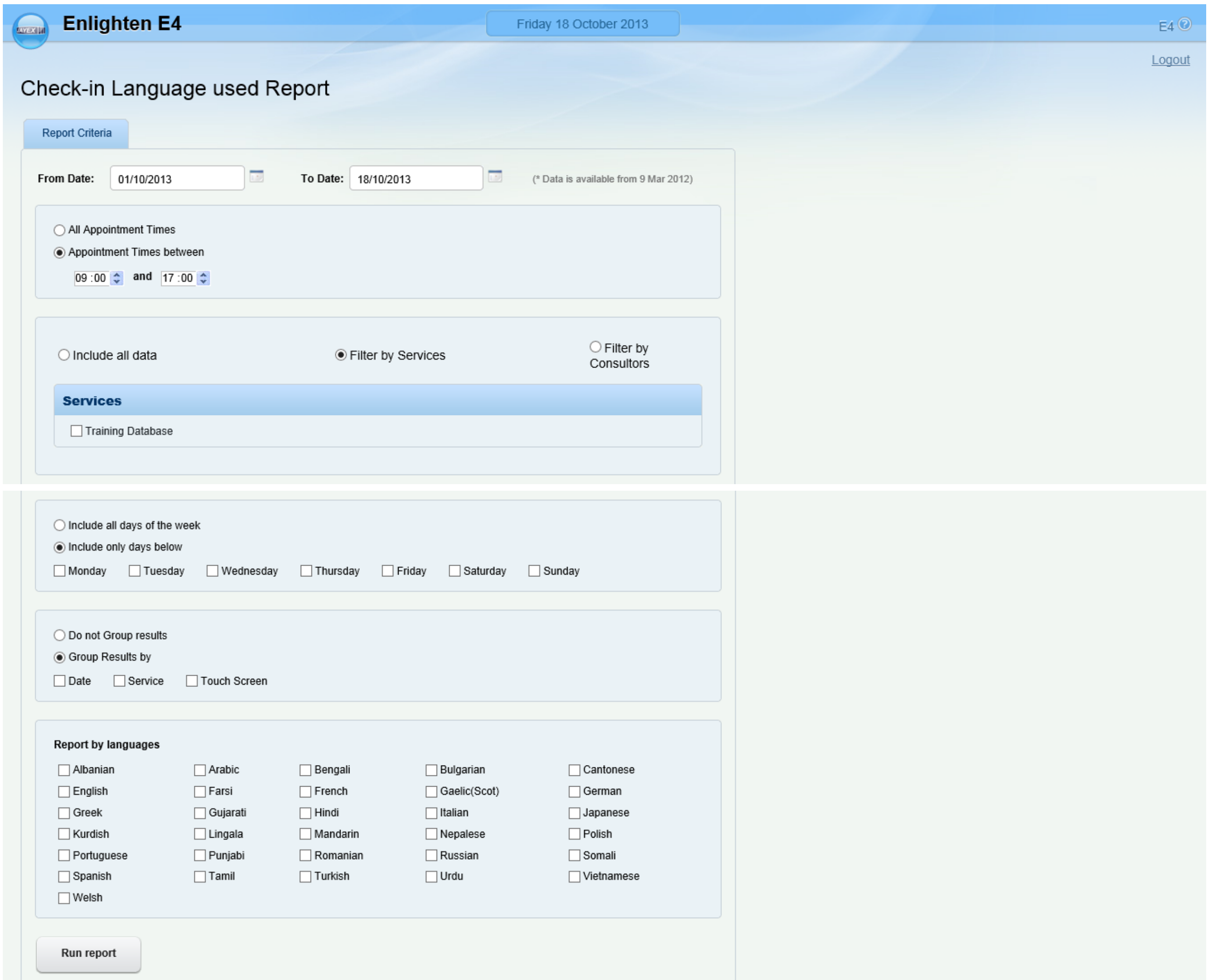
- **Touch Screen usage** – To show the adoption/usage of any Enlighten Kiosk. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by total number/percentage along with details of numbers checked in by Enlighten web page or via 3rd party service. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the "Run report" button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.



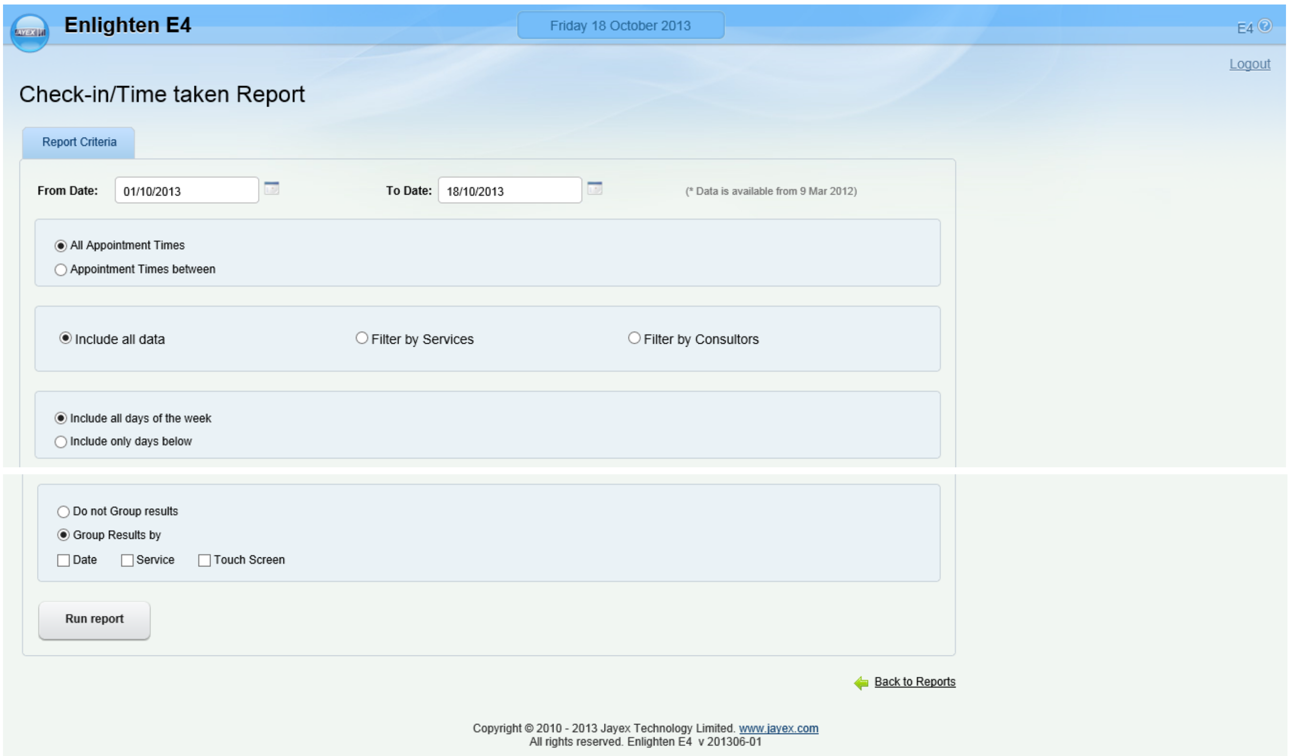
- **Demographics report** - To highlight if demographic data was either missing (or flagged as incorrect) when the client tried to check in. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s/ individual demographics and NOK. Results in table format by total number. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the "Run report" button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.



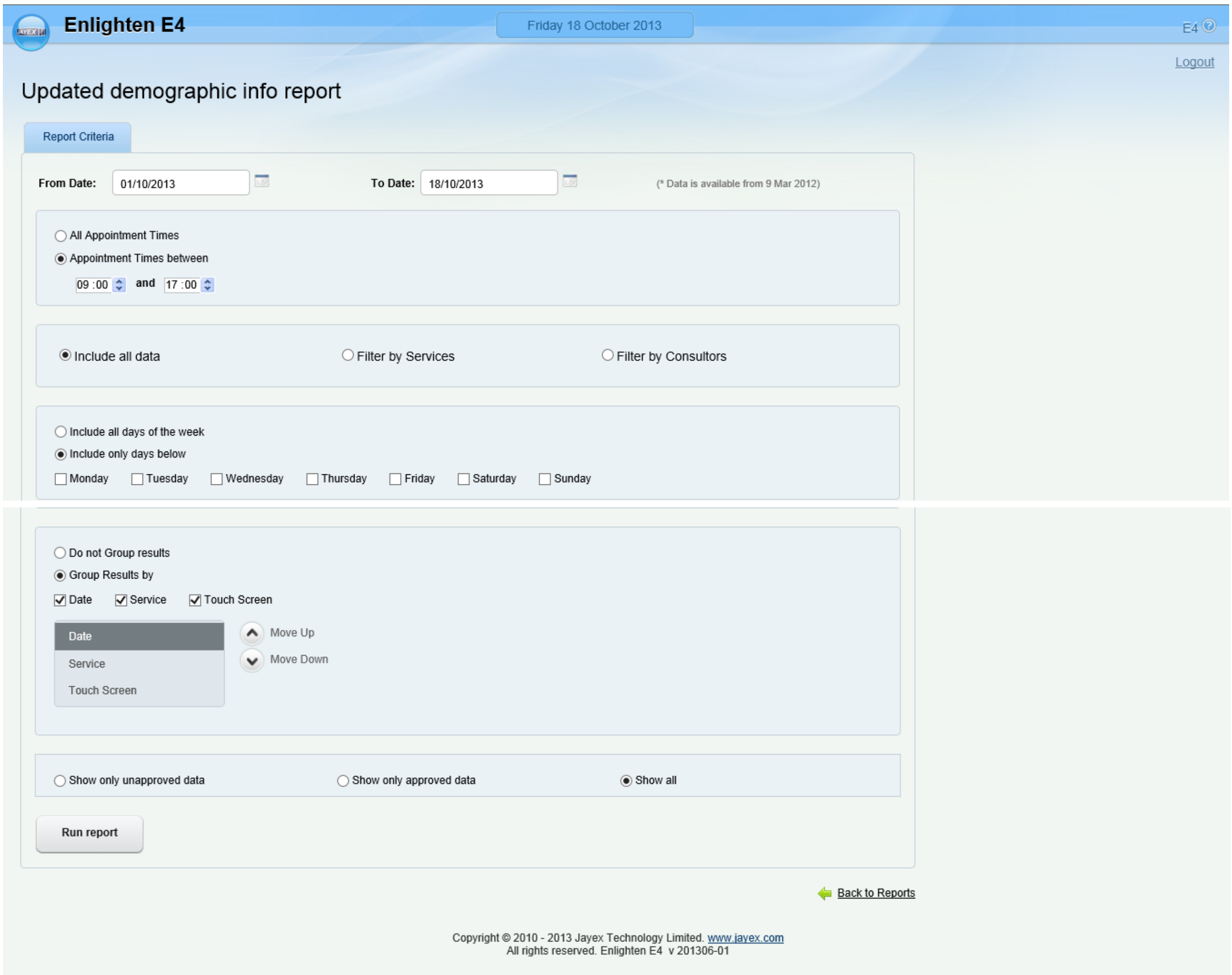
- **Check-in language used –** To highlight preferred language used by clients on check-in. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s/ individual languages. Results in table format by total number / percentage. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the "Run report" button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.



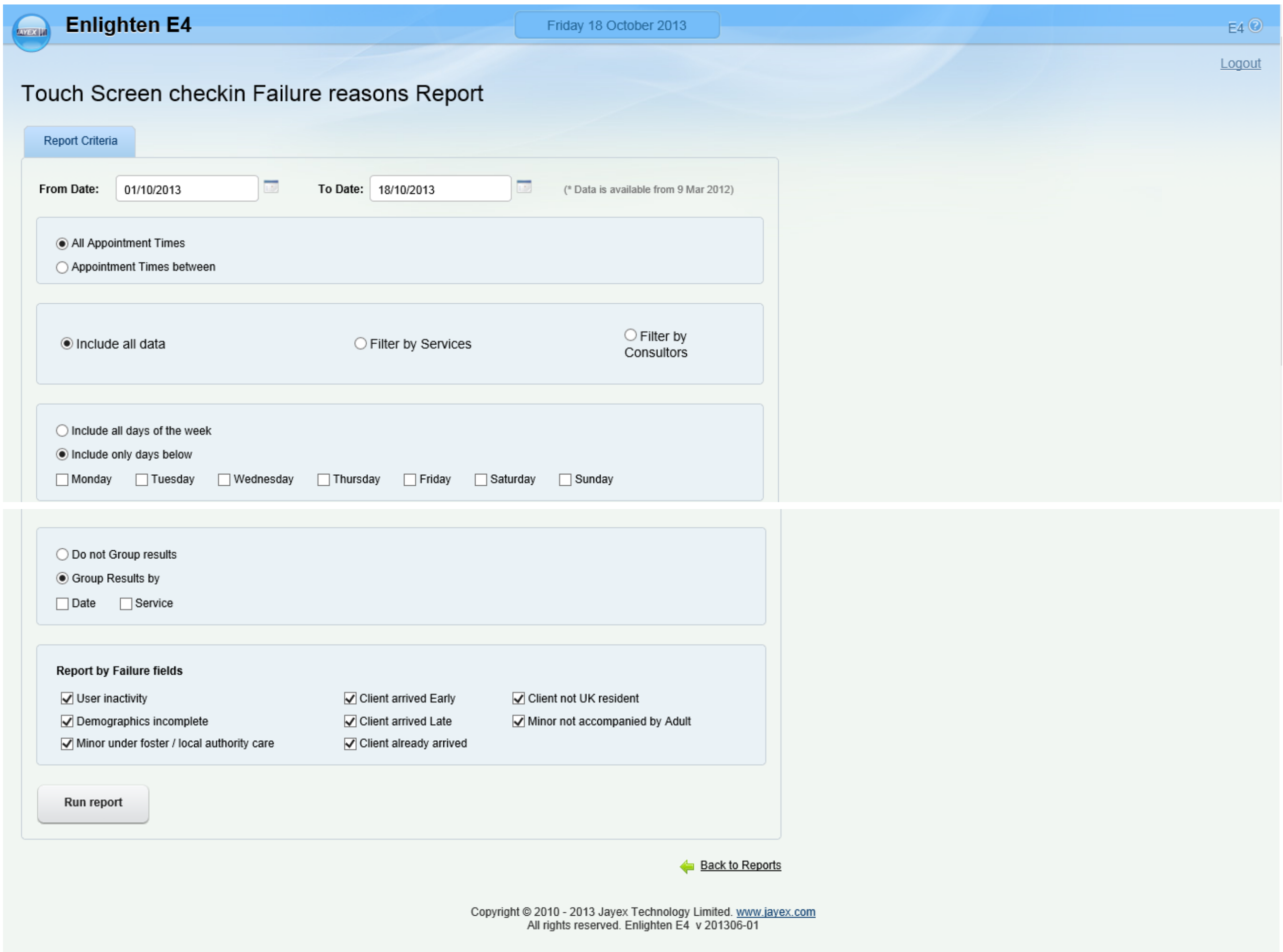
- **Check-in time taken** – To show the user interaction time on any kiosk plus the server time to show total transaction time. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by number of seconds for transaction. Click on the "Run report" button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.



- **Updated contact info** – To provide details of changes in contact information updates from the kiosk application. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by individual client detail to show what contact data (Home/Mobil/Email) known at check in and what data the client has flagged for update. Where 3rd party data does not allow update via the API this report can be used for manual verification and updating of the 3rd party data. Click on the "Run report" button on the bottom of the page to generate the report. You can email the client direct from the report for verification is required. Use your browser to save the report or print to your preferred device.

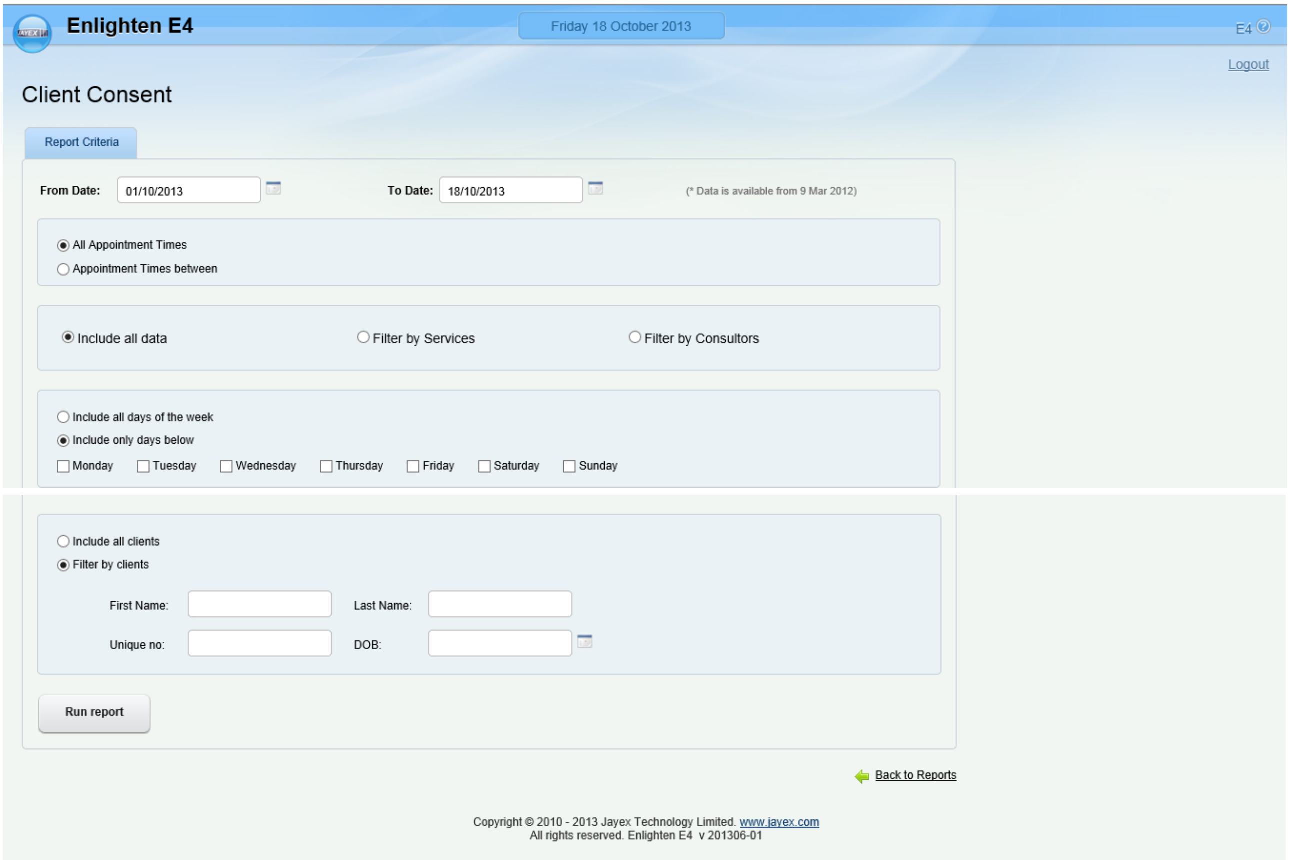


- **Touch screen Check-in failure** – A report to highlight the reasons why any client would have been refused auto check-in. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s/failure reason Results in table format. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

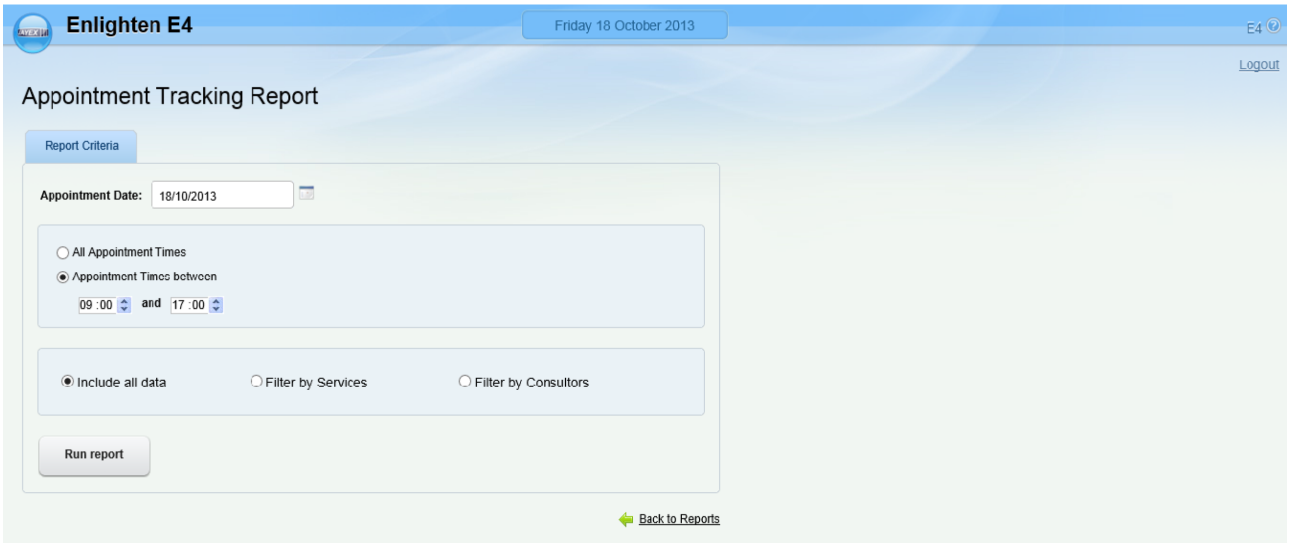


○ Touch Screen Reports – Client Consent

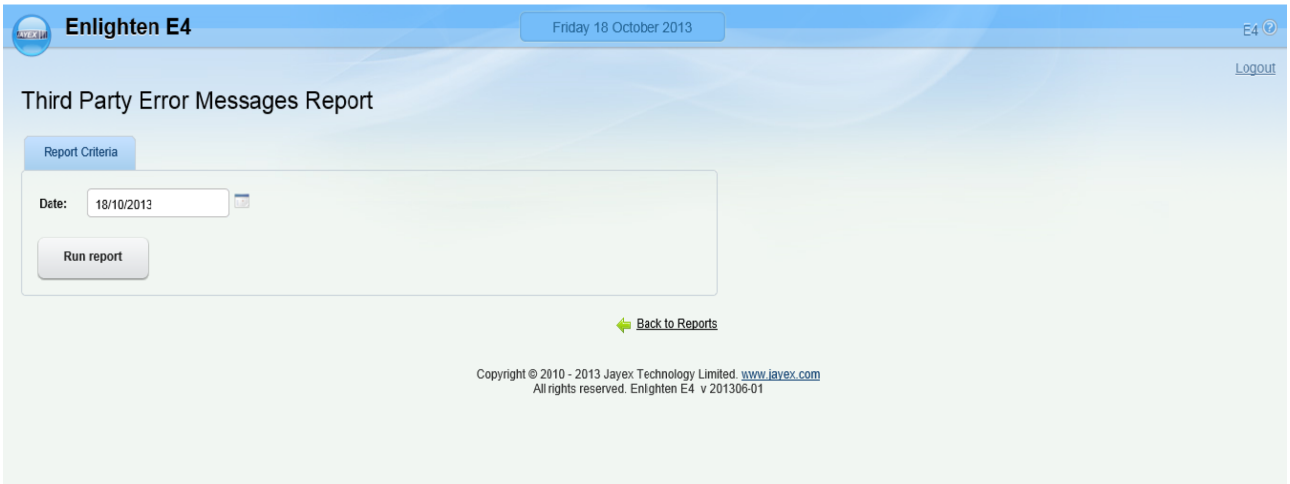
To highlight if the client has given a consent to be contacted. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by total number. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the "Run report" button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.



- **Appointment tracking** – To extend the standard Web appointment daily tracking to search for historical data on client book/arrive/call/left. . Filtered by: date ranges.   Results in table format. Click on the “Run report” button on the bottom of the page to generate the report. Use your browser to save the report or print to your preferred device.



Systems



Third Party Error Message: